

Clerical and Office Branch  
General Clerical Group  
Clerk Series

CLERK III

01/91

### *Summary*

Under general supervision, performs a wide variety of responsible and difficult clerical tasks; performs related duties as required.

### *Typical Duties*

Proofreads documents for correct grammar, spelling and punctuation; prepares correspondence and packages for mailing; receives, sorts and distributes mail, memoranda and other documents; performs and assures accuracy of arithmetic calculations; gathers information and data for the preparation of reports; operates office equipment such as typewriter, electronic calculator or adding machine, microfiche equipment, duplicating equipment and CRT.

Receives the public and answers questions either in person or over the telephone; provides assistance in filling out forms; answers questions relating to City rules and regulations and department policies and procedures; researches customer complaints and makes adjustments or notifies supervisor; prepares statements for customers such as invoices, receipts and bills; may accept payments from customers.

Develops and implements filing systems; prepares and maintains records; codes and numbers forms and records; uses a radio-telephone to receive and convey information and instructions; supervises, trains and evaluates other clerical personnel as assigned.

### *Minimum Qualifications*

Training and Experience: Graduation from high school or G.E.D. (coursework in commercial subjects preferred) and five years of diversified responsible office clerical experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of office practices and procedures; considerable knowledge of English, grammar, spelling and punctuation; considerable knowledge of filing systems and methods; good knowledge of data and information gathering methods; good knowledge of the use and care of common office equipment such as typewriters and calculators, duplicating and microfilming equipment and CRTs.

Ability to understand and follow oral and written instructions; ability to proofread office materials; ability to perform accurate arithmetic calculations; ability to collect data and information; ability to express oneself clearly and concisely both orally and in writing; ability to prepare and maintain filing systems and records; ability to establish and maintain effective working relationships with fellow employees, officials and the general public.

*Physical Requirements:* Mobility within an office environment.

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Director of Personnel

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Department Head